

## Comment Templates

The feature allows jira-users to create and add templates to issue comments.

## To set the permissions to the templates

1. Go to **HelpDesk administrator** menu > **Comments**:

Administration

Search JIRA admin

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System

CRM

HelpDesk

HELPDESK ADMINISTRATION

Access

User Dashboard

Notifications

Inline Search

SLA

Customer Satisfaction

Related Issue

Customer Portal

Look & Feel

Comments

Audit

Confluence integration

Comments

Name

Share with groups

Add

Start typing to search for groups.

Installation instruction	Content	Delete
Request more information	Content	Delete
Bug fixed in new version	jira-core-users	Content Delete
Close the issue	jira-administrators	Content Delete

Item	Description
Name	Template's name
Share with groups	Select groups which Jira-users are able to use the template. If no group is listed, the template is available for everyone
Add	Add created template
Content	Add/edit template's content
Delete	Delete template

The available comment templates will be seen on comment section:

A screenshot of the GitHub comment toolbar. The toolbar includes buttons for text formatting (Style, Bold, Italic, Underline, Text color, Background color), linking (Link, Unlink), lists (List, List with selection), emojis, and a plus sign for more options. A red arrow points to the 'More options' button (a square with a circular arrow icon). A dropdown menu is open below this button, containing the following options: 'Installation instruction', 'Request more information', 'Bug fixed in new version', 'Close the issue', and 'Add Comment Template'.

### To add saved text to comment

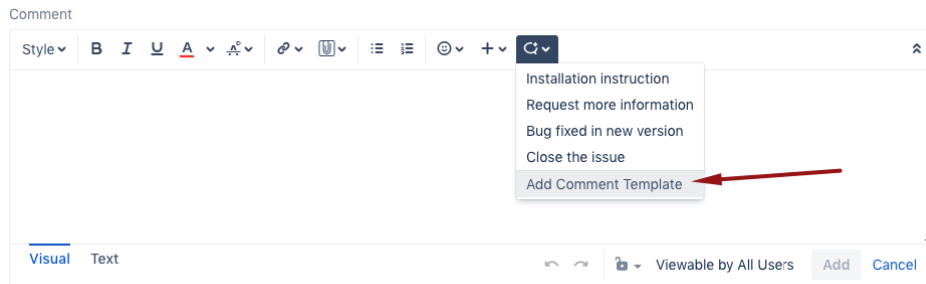
- Click on needed **template's** name:



Please notice that if the template's content is in multi line format, it will be output correctly only with "Text" mode. Using "Visual" mode the text will be output as a single line text

## To create new template

1. Click on  ;
2. Add Comment Template:



3. In opened dialog type in template's **Name** and it's **Text**:

### Add Comment Template

Name

Content